

# Consultation on the proposal to **bring Homes for Haringey** services back under the **direct control** of **Haringey Council**

**Monday 23 August – Sunday 17 October 2021**

In 2006, Haringey Council set up Homes for Haringey, an Arms-Length Management Organisation (ALMO), to manage and maintain the council's 15,000 council homes and nearly 5,000 properties where the council is the freeholder. We are proud of the work Homes for Haringey has carried out in the past 15 years. However, with the council committed to building at least 3,000 new council homes by 2032, we believe it is the right time to consult residents about bringing housing services back under the direct management of the council.

We want to align housing management and maintenance services more closely with our direct delivery of new homes. We also want to join up housing and other front-line council services to meet resident needs in a better way. Many services are already being integrated to provide

more clarity and simplicity and to resolve residents' issues quickly and easily.

Our proposal to bring Homes for Haringey back in-house is based on four key reasons - clear accountability, joined-up services, value for money and service improvement. We set these out in more detail later in this booklet. Your views are very important and we want to hear your feedback before any changes are made.

Haringey Council's Cabinet decided in July 2021 to consult tenants and leaseholders on this proposed change in housing management. You can read a copy of the Cabinet paper at

[www.minutes.haringey.gov.uk/mgAi.aspx?ID=68662](http://www.minutes.haringey.gov.uk/mgAi.aspx?ID=68662)

## YOU CAN HAVE YOUR SAY BY:

- Completing the questionnaire and **returning it in the freepost envelope** enclosed.
- Completing the questionnaire online at: [www.haringey.gov.uk/hfh-proposal](http://www.haringey.gov.uk/hfh-proposal)
- Emailing your comments to: [hfhproposal@haringey.gov.uk](mailto:hfhproposal@haringey.gov.uk)
- Attending one of our online engagement events on: **Monday 6 September, Wednesday 22 September** or **Saturday 2 October 2021**. Find more information on how to join these events at [www.haringey.gov.uk/hfh-proposal](http://www.haringey.gov.uk/hfh-proposal)

If you need to access the materials in a different format or language, please contact the team by email: [hfhproposal@haringey.gov.uk](mailto:hfhproposal@haringey.gov.uk) or visit [www.haringey.gov.uk/hfh-proposal](http://www.haringey.gov.uk/hfh-proposal)

All feedback must be received by **Sunday 17 October 2021**



**Haringey**  
LONDON

## Our aims and proposal

Haringey Council is proposing to end the management agreement with Homes for Haringey and bring the housing services back under the direct control of the council.

In practice this will mean:

- The council will remain your landlord
- You will continue to pay rent or service charges as you do now
- The same staff will manage and repair your home and support you
- The council will respond directly to service requests and resolve any complaints
- The housing staff will work more closely alongside other council staff
- We are proposing this change for four key reasons:

### 1. Clear accountability

The council is the legal landlord for over 20,000 tenants and leaseholders. Since the Grenfell Tower tragedy, our legal responsibilities are in sharper focus, with new Building Safety rules making the council the "accountable person". Tighter housing regulation will bring back inspections of council landlords by the Regulator for Social Housing. The council takes this very seriously and so we want to take back direct responsibility for managing your homes. We will make sure this service is well resourced and well managed, with a clear reporting line through senior council managers to elected politicians.

Haringey Council takes its housing landlord role seriously and we want to demonstrate our commitment and accountability to our residents by taking back direct control of our housing stock. An important part of this will be providing a stronger voice for residents in how your homes are managed and maintained. We want to work with residents to design and create new ways for you to have your say, giving you a direct dialogue with council staff and elected politicians. This will align with how the council is engaging and involving communities across the borough, so that you have a real input in how services are designed and delivered.

### 2. Joined-up services

The council sees taking back control as an opportunity to join up housing with other services that our residents rely on in their daily lives.

For example, a safe and secure home can help make sure families and vulnerable adults get the care and support they need. Housing staff can be the first to get the right support to people experiencing domestic violence or anti-social behaviour and then get the right help and

support to them quickly. You can probably think of other examples where a joined-up response from housing and other services would help you.

We are starting to explore a wide range of service integration opportunities:

- Responding to families and single people when they are threatened with homelessness
- Tackling criminal activity and anti-social behaviour on council estates
- Keeping estates clean, collecting rubbish, cutting the grass, managing play space
- Doing repairs, making improvements and keeping buildings safe
- Consulting and engaging residents

### 3. Value for money

Running a separate organisation to manage your homes can mean extra costs. For example, having separate teams looking after IT or Human Resources, and having a council team to monitor what Homes for Haringey is doing.

Joining up housing and other council services will get rid of duplication and save time, effort and energy. We think that running services in-house can be more efficient and free up money to spend on improving your homes and estates.

### 4. Service improvement

The council wants to improve outcomes for residents across housing and other services, supporting individuals, families and communities more effectively. Bringing Homes for Haringey back in-house will join up the way we provide services and how we transform our organisation; for example, by making better use of new technology and supporting our staff to work in new ways.

We believe that a strengthened resident voice including involving you in co-producing housing services will lead to increased customer satisfaction. We will be contacting you again to tell you more about how you can be involved as we start developing new ways of engaging residents in how services are run in future.